

Performance Metrics

Performance Description	Metric	Collection Process
Customer Satisfaction	98% or higher customer satisfaction.	Customer Survey sent to customers by CTM bi-annual.
On-time Job Delivery Meeting the date and time for jobs as required by the customers.	98% or higher on-time delivery of jobs as required by the customers.	Contractor collects and submits in monthly report the total number of jobs, number of jobs that are delivered on time, number of jobs delivered late, and the percentage. Contractor must maintain backup data to verify on-time delivery metrics.
Job Accuracy Jobs completed accurately and accepted by the customer without requiring re-run due to Contractor error.	98% or higher job accuracy and customer acceptance.	Contractor collects and submits in the monthly production report the total number of jobs, number of jobs performed accurately and accepted by the customer, number of jobs needing to be rerun due to Contractor error, and the percentage. Contractor must maintain backup data to verify job accuracy metrics.
Customer Cost Collection (internal) Collect JPL customer job information in Contractor provided job-tracking application. Provide itemized cost breakdown of product and services per job (per piece costs will be provided by JPL CTM). Submit data electronically on a weekly basis to JPL CTM. Accuracy of data and on-time submittal is necessary.	99% or higher complete and accurate customer product and cost data.	Data will be audited weekly by the JPL CTM, or designated alternate, prior to crosscharging to JPL customers. Errors in data will be brought to the attention of the Contractor for correction.
Accurate and On-time Billing Billing shall be accurate and submitted to JPL on a monthly basis for payment to the Contractor.	100% accurate and on-time billing.	CTM will monitor monthly bills to ensure accurate billing. Inaccurate billing will be brought to the attention of the contractor.